

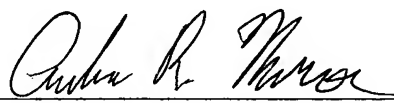


PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Initial application : Szlam, Aleksander et al.  
Serial No. : 09/437,414  
Filed : November 10, 1999  
For : Dynamic and Interdependent Processing of  
Inbound and Outbound Communications  
Attorney's Docket : CONCERTO-500AX  
Examiner : Allan Hosain  
Group Art Unit : 2645

I hereby certify that this correspondence is being deposited with the United States Postal Service as priority flat rate mail in an envelope addressed to: Mail Stop Amendment, Commissioner of Patents, PO Box 1450, Alexandria, VA 22313-1450 on April 25, 2005.

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AMENDMENT

Mail Stop Amendment  
Commissioner of Patents  
PO Box 1450  
Alexandria, VA, 22313-1450

Sir or Madam:

In response to the Office Action dated January 25, 2005,  
please amend the above-identified Patent Application as follows: